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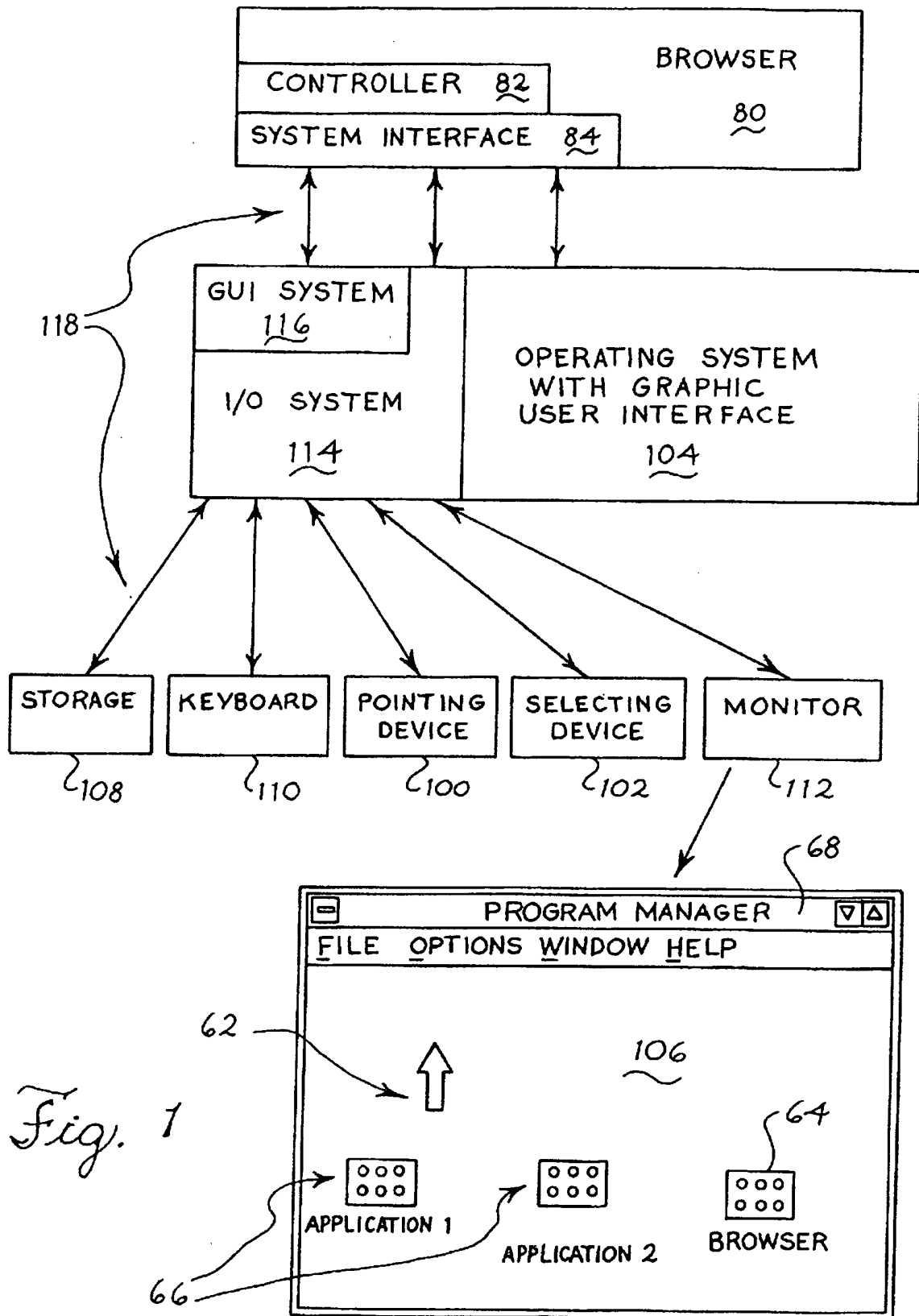
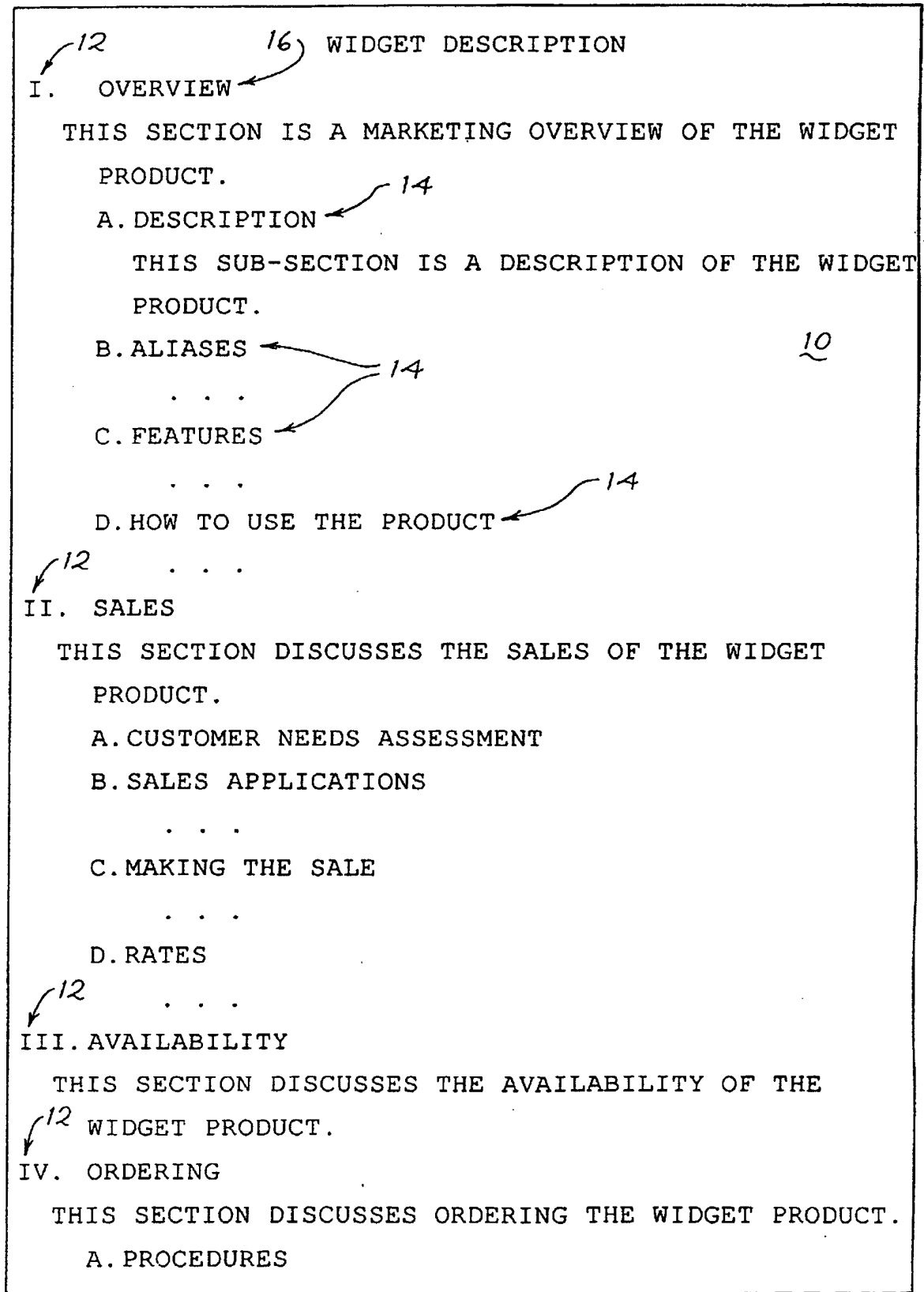


Fig. 1



\_\_\_\_\_ TO FIG. 2(A) \_\_\_\_\_

. . .  
B. LISTINGS

. . .  
C. DUE DATES

12 ↙  
V. BILLING

THIS SECTION DISCUSSES BILLING FOR THE WIDGET  
PRODUCT.

A. CHARGES

. . .  
B. BILLING REDUCTIONS

. . .  
C. PAYMENT OPTIONS/ CONTRACTS

12 ↙  
VI. TROUBLESHOOTING

18 ↘

THIS SECTION DISCUSSES TROUBLESHOOTING WIDGET  
PRODUCT PROBLEMS.

A. KNOWN PROBLEMS

. . .  
B. PROBLEM ASSESSMENT

. . .  
C. DIAGNOSING CUSTOMER TROUBLE

12 ↙  
VII. SUPPORT

THIS SECTION DISCUSSES WIDGET PRODUCT SUPPORT.

A. PRODUCT CONTACTS & REFERRALS

. . .  
B. RESPONSIBILITIES

\_\_\_\_\_ TO FIG. 2(C) \_\_\_\_\_

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Fig. 2(c)

TO FIG. 2(B)

. . .  
C. TARIFFS & REGULATORY

. . .  
D. POLICIES

. . .  
E. TRAINING

. . .

Fig. 3(A)

<BRW.DOC> 22

<PROD.NAME> 24

<PRODUCTNAME>WIDGET1</PRODUCTNAME>

<OVER> 26

28

30

32

20

<OVERVIEW>OVERVIEW</OVERVIEW>

TEXT IN OVERVIEW SECTION.

</OVER>

34

<SALE>

36

<SALES>SALES</SALES>

TEXT IN SALES SECTION.

<CUSNEED> 38

<CUSTOMERNEEDS>CUSTOMER NEEDS

ASSESSMENT</CUSTOMERNEEDS>

TEXT IN CUSTOMER NEEDS ASSESSMENT SUB-SECTION  
OF THE SALES SECTION.

</CUSNEED>

42

</SALE>

39

TO FIG. 3(B)

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*Fig. 3(B)*

TO FIG. 3(A)

*25*  
<TROUBL>  
<TROUBLESHOOTING>TROUBLESHOOTING</TROUBLESHOOTING>  
*27* TEXT IN TROUBLESHOOTING SECTION.  
<TRBL.KNOWPROB>  
<TRBLKNOWPROB>KNOWN PROBLEMS>/TRBLKNOWPROB>  
TEXT IN THE KNOWN PROBLEMS SUB-SECTION OF THE  
TROUBLESHOOTING SECTION.  
</TRBL.KNOWPROB>  
  
<TRBL.PROBASSESS>  
<TRBLPROBASSESS>PROBLEM ASSESSMENT</TRBLPROBASSESS>  
TEXT IN THE PROBLEM ASSESSMENT SUB-SECTION OF  
THE TROUBLESHOOTING SECTION.  
</TRBL.PROBASSESS>  
  
<TRBL.DIAG>  
<TRBLDIAG>DIAGNOSING CUSTOMER TROUBLE</TRBLDIAG>  
TEXT IN THE DIAGNOSING CUSTOMER TROUBLE SUB-  
SECTION OF THE TROUBLESHOOTING SECTION.  
</TRBL.DIAG>  
  
</PROD.NAME>  
  
</BRW.DOC>

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Fig. 4(A)

```

<!ELEMENT PROD.NAME - - ( PRODUCTNAME, (%SUB-SECT; |
    TROUBL |
    ORDER |
    AVAIL |
    SALE |
    BILL |
    SUPP |
    OVER)*) >
<!ATTLIST PROD.NAME
    ID CDATA #IMPLIED >
<!ELEMENT PRODUCTNAME - - ( (#PCDATA | %PARA-
    CONTENT;)* ) >
<!ELEMENT TROUBL - - ( TROUBLESHOOTING, (%SUB-SECT; |
    TRBL.KNOWPROB |
    TRBL.PROBASSESS |
    TRBL.DIAG |
    TRBL.QUES |
    HEAD3 |
    HEAD2 |
    HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >
<!ATTLIST TROUBL
    ID CDATA #IMPLIED
    ID CDATA #IMPLIED >
<!ELEMENT TROUBLESHOOTING - - ( (#PCDATA | %PARA-
    CONTENT;)* ) >

```

Handwritten annotations in the diagram:

- 42: Arrow pointing from the first `PROD.NAME` element to the `AVAIL` attribute.
- 46: Arrow pointing from the `PROD.NAME` element to the `SALE` attribute.
- 47: Arrow pointing from the `PROD.NAME` element to the `PRODUCTNAME` attribute.
- 49: Arrow pointing from the `PROD.NAME` element to the `PRODUCTNAME` attribute.
- 44: Arrow pointing from the `PRODUCTNAME` element to the `PRODUCTNAME` attribute.
- 45: Arrow pointing from the `PRODUCTNAME` element to the `PRODUCTNAME` attribute.
- 40: Arrow pointing from the `TROUBLESHOOTING` element to the `TROUBLESHOOTING` attribute.
- 48: Arrow pointing from the `TROUBLESHOOTING` element to the `TROUBLESHOOTING` attribute.
- 51: Arrow pointing from the `TROUBLESHOOTING` element to the `TROUBLESHOOTING` attribute.

TO FIG. 4(B)

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*Fig. 4(B)*

----- TO FIG. 4(A) -----

```
<!ELEMENT TRBL.KNOWPROB - - ( TRBLKNOWPROB, (%SUB-  
  SECT; |  
    HEAD3 |  
43 HEAD5 |  
    HEAD4 |  
    HEAD7 |  
    HEAD6)*) >  
  
<!ATTLIST TRBL.KNOWPROB  
  ID CDATA #IMPLIED  
  TYPE CDATA #IMPLIED >  
  
<!ELEMENT TRBLKNOWPROB - - ( (#PCDATA | %PARA-  
  CONTENT;)* ) >  
  
<!ELEMENT TRBL.PROBASSESS - - ( TRBLPROBASSESS,  
  (%SUB-SECT; |  
    HEAD3 |  
43 HEAD5 |  
    HEAD4 |  
    HEAD7 |  
    HEAD6)*) >  
  
<!ATTLIST TRBL.PROBASSESS  
  ID CDATA #IMPLIED  
  TYPE CDATA #IMPLIED >  
  
<!ELEMENT TRBLPROBASSESS - - ( (#PCDATA | %PARA-  
  CONTENT;)* ) >
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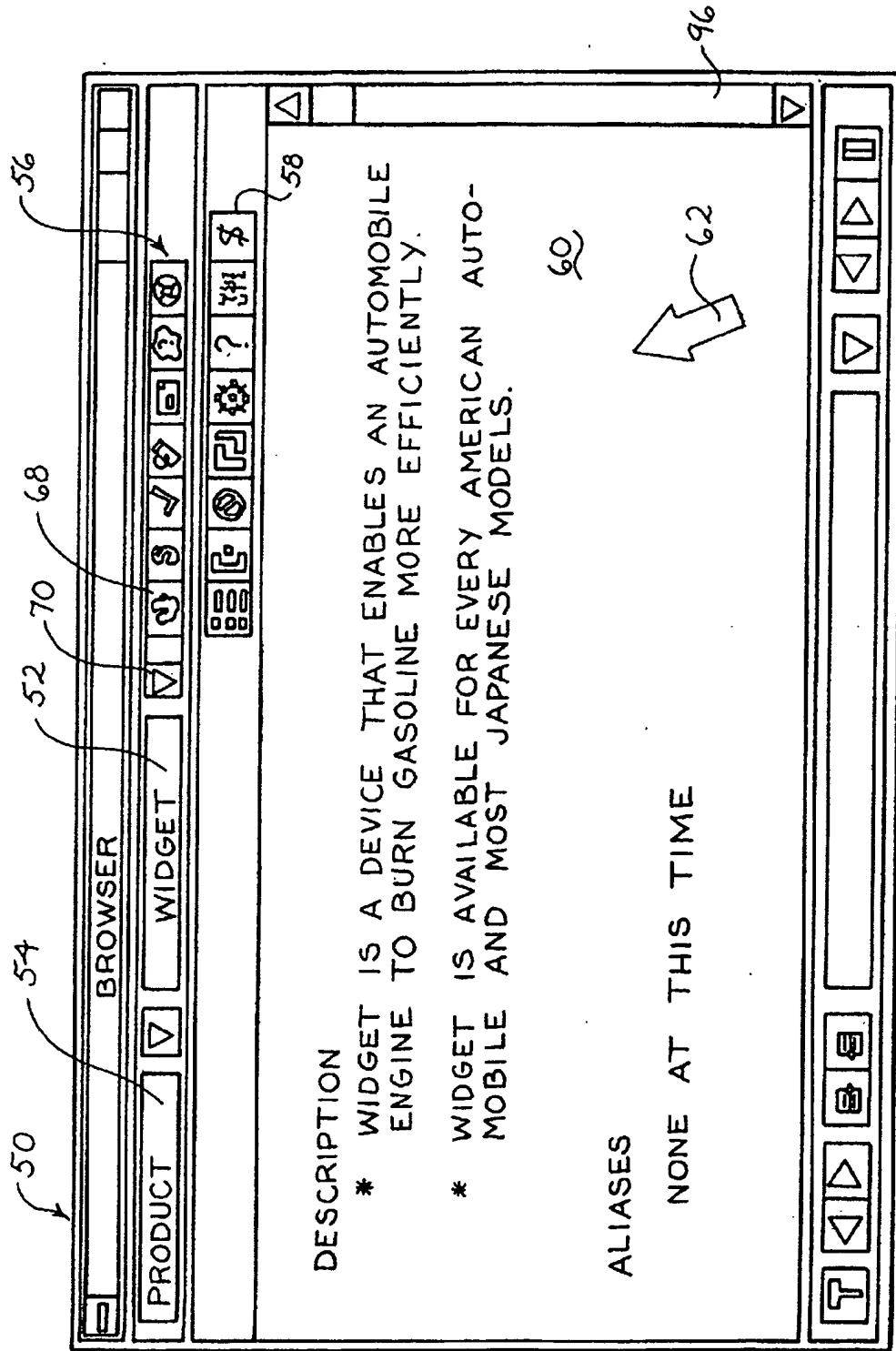
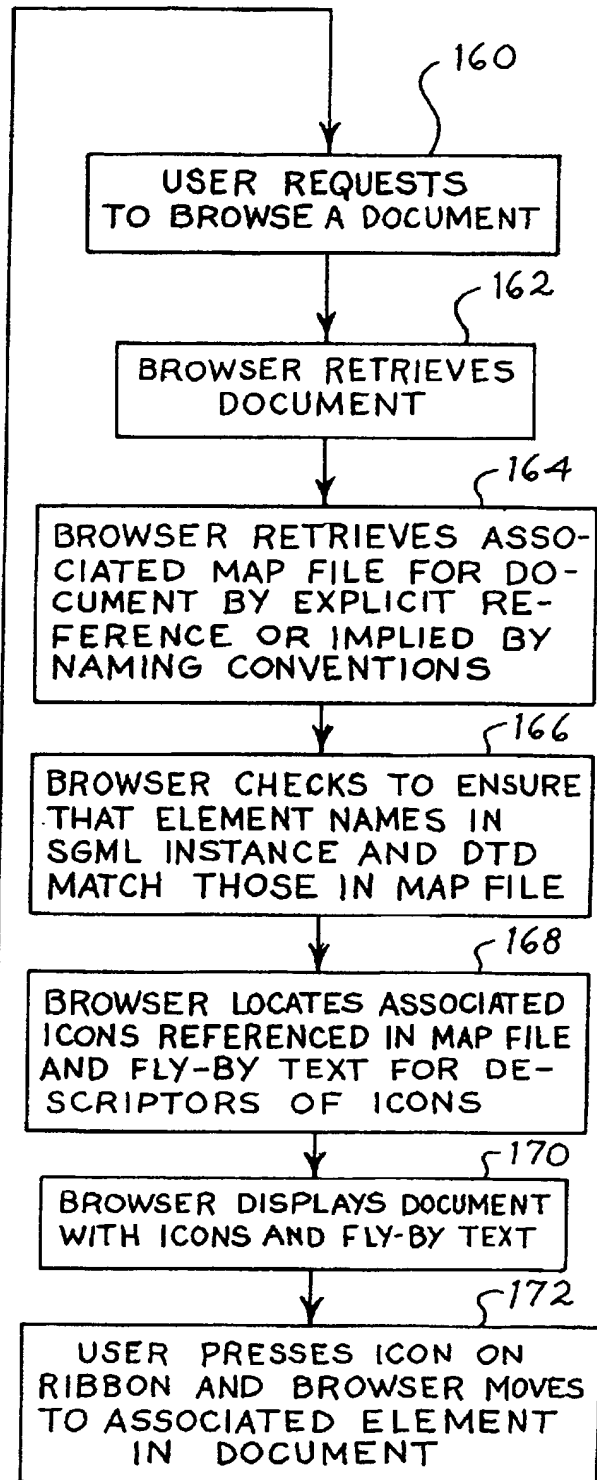
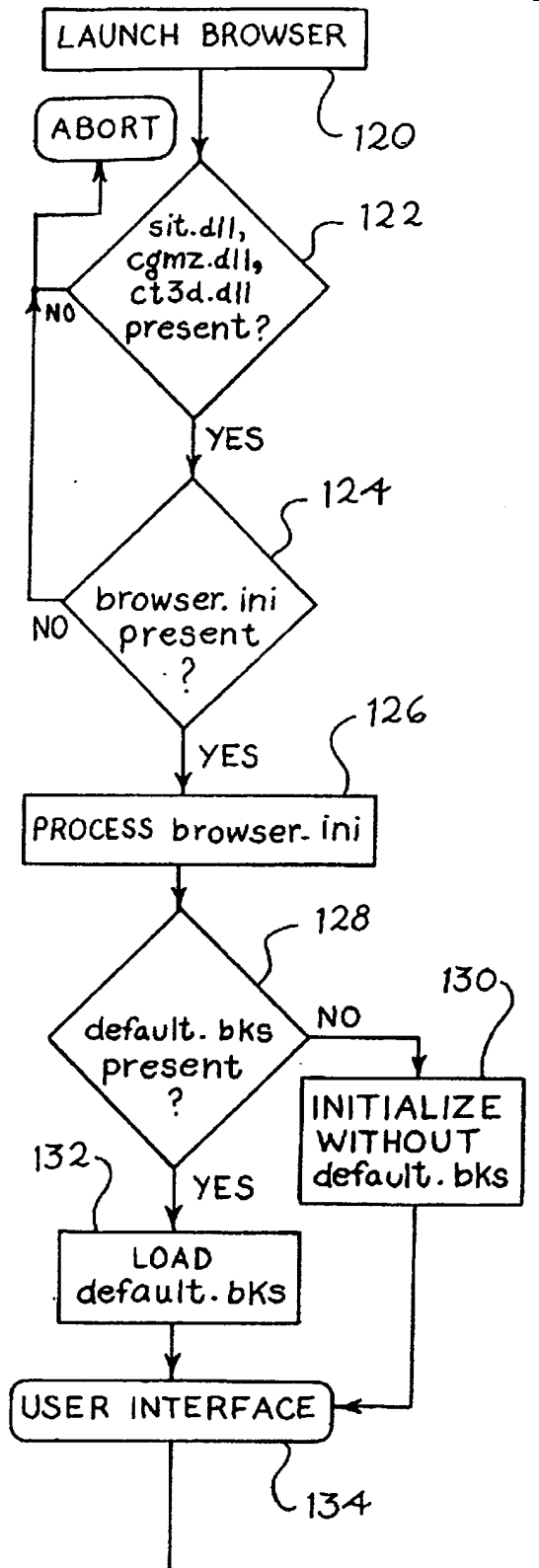


Fig. 5



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Fig. 6



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[BOOK] 140  
142  
144 COLLECTION=\XYZ  
146 COLLECTIONTITLE+"PRODUCTS"  
148 BOOKNAME=WIDGET  
150 BOOKTITLE="WIDGET"  
152 MAP=PRD.MAP

Fig. 7

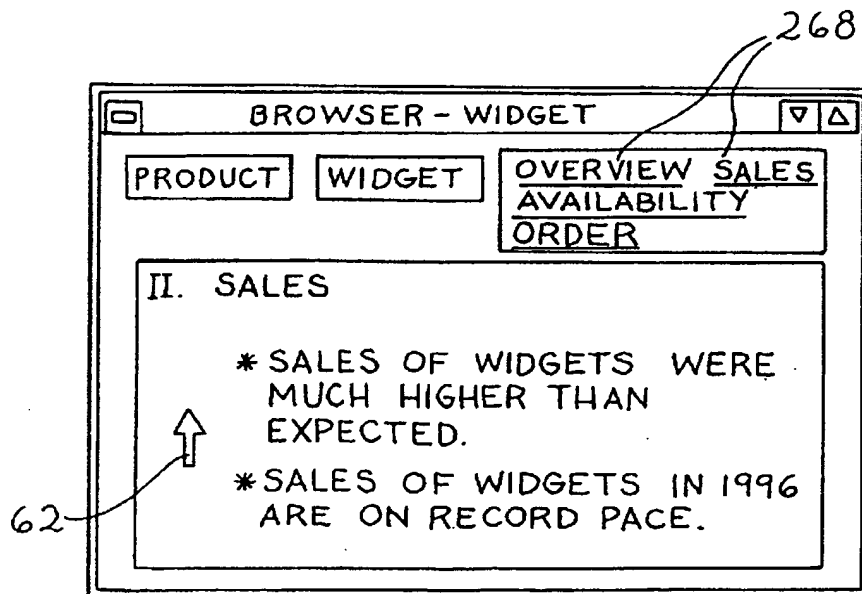
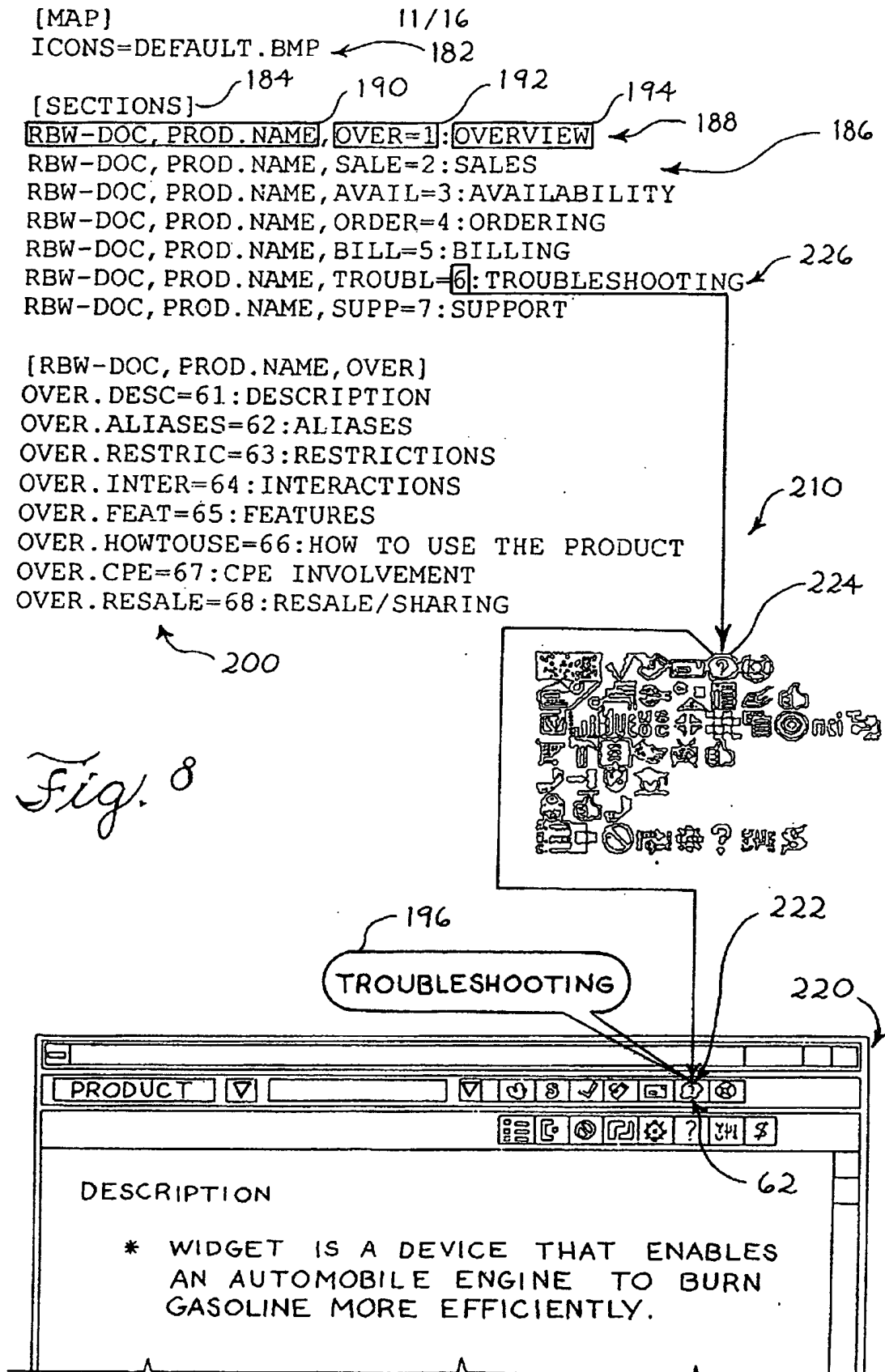


Fig. 10



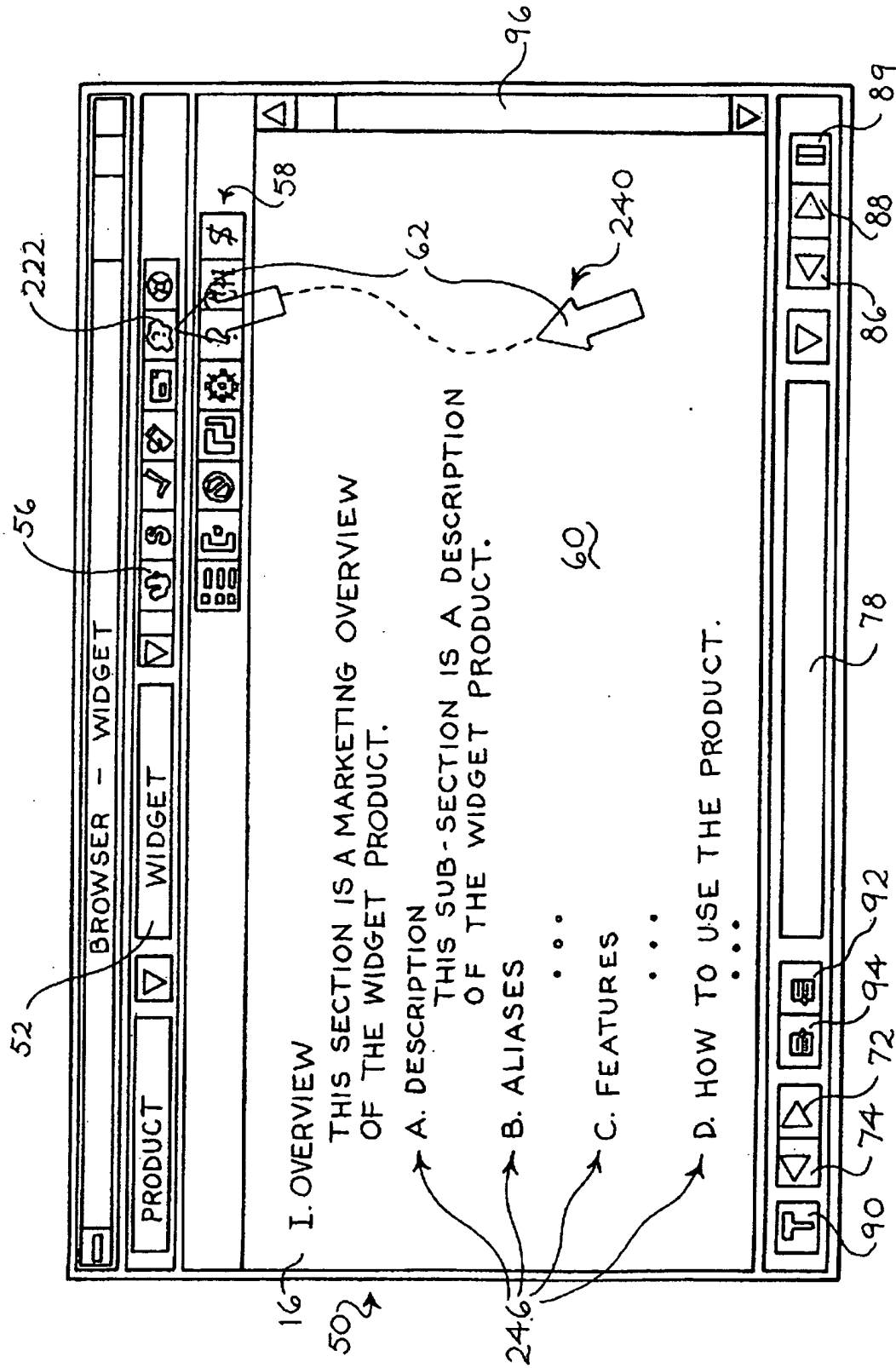


Fig. 9A

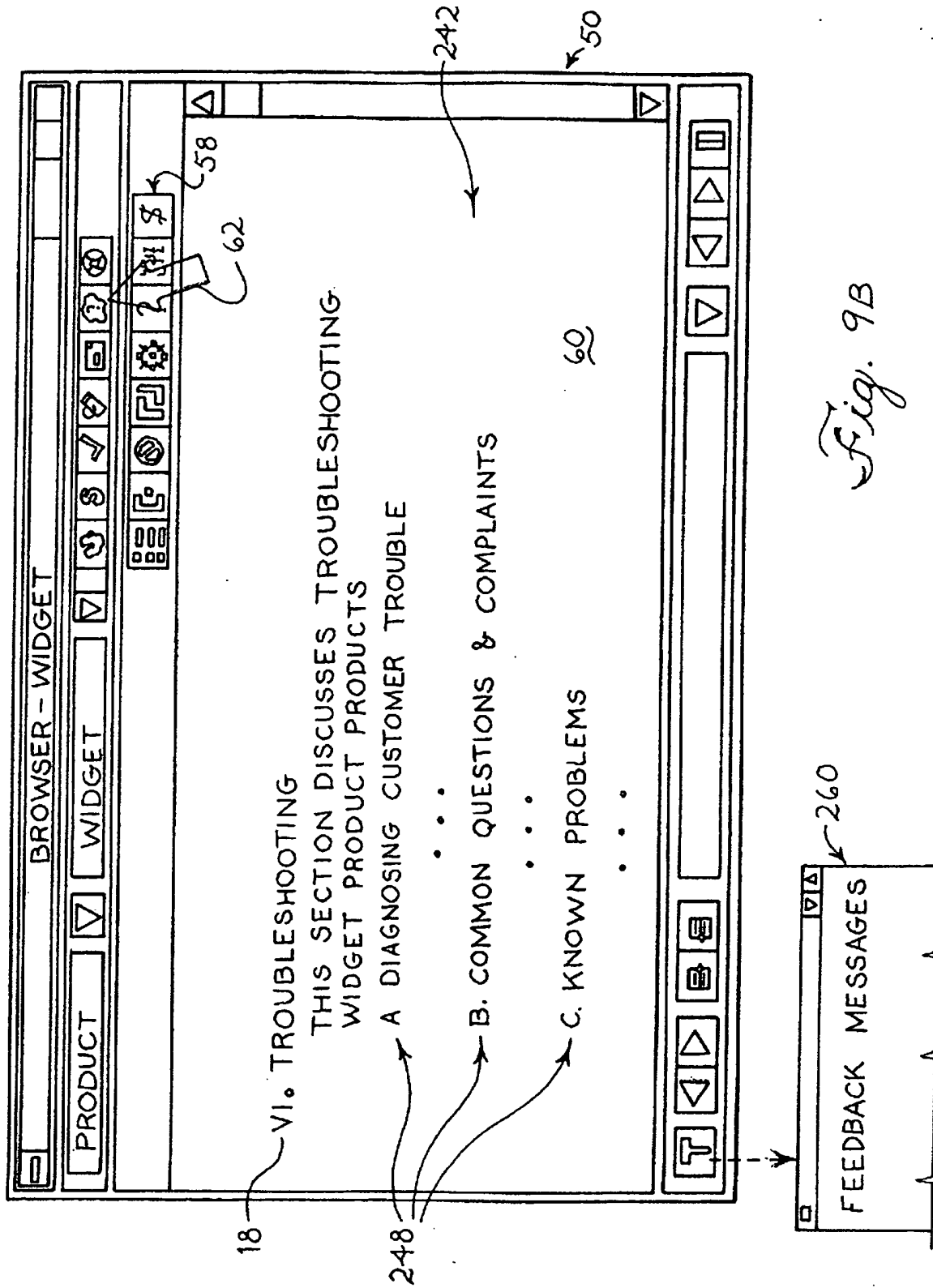


Fig. 9B

☐	▽	△
288		
OVERVIEW	SALES	
AVAILABILITY	ORDERING	
BILLING	TROUBLE	
SUPPORT		

274

BROWSER - WIDGET

PRODUCT

WIDGET

II. SALES

60

\* SALES OF WIDGETS WERE MUCH HIGHER THAN EXPECTED.

\* SALES OF WIDGETS IN 1996 ARE ON RECORD PACE.

62

Fig. 11

Fig. 12

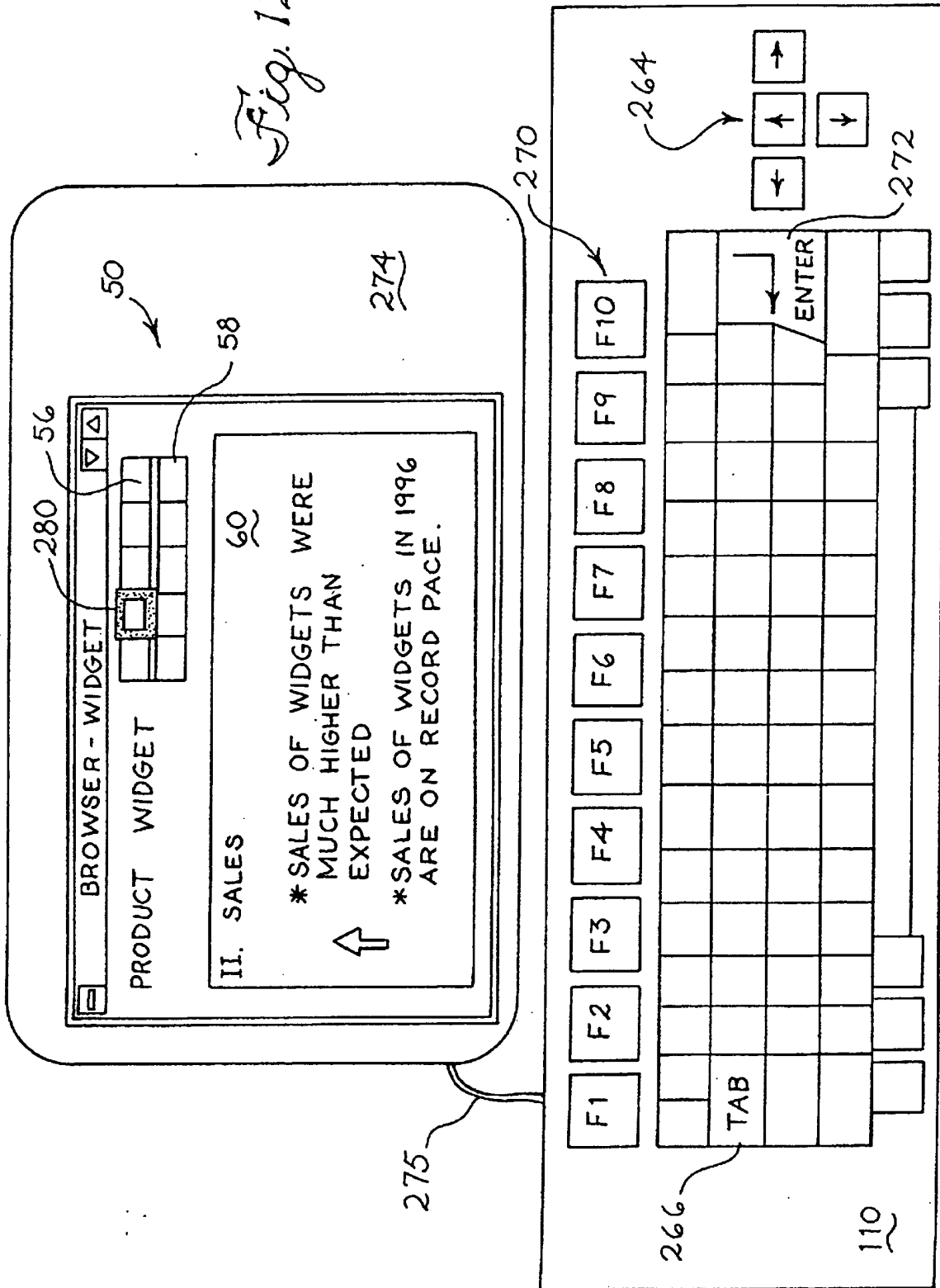


Fig. 13

